Release Notes: CloudCare July 2019 release (10 Jul 2019) – Console release only

CloudCare Agent version: 4.14 – No new agent
Cloud Backup Client version: 7.4.1 – No new client
Antivirus Client version: 19.5 – No new client
**Console version: 4.10.0**

Release Summary

This release includes several feature enhancements, and numerous bug fixes. This includes In-product notifications, additional Partner Admin creation, an updated Subscription Summary report, changes to firewall policy to support 19.5 firewall, and numerous bug fixes.

Note - based on feedback that the Agent version is more important, we will now identify each release by the month and year it was released. We will continue to include the version numbers of the Agent and clients for those who wish to know the details.

Important: Customer feedback indicated that in some situations, the scheduled agent upgrades were not triggering an upgrade of the agent. We have researched and resolved this issue. While there is no Agent included with this release, you may discover some agents upgrading post-release. This is due to our ability to fix the scheduling on the back end without an agent. Please review your settings, as there may be some agent upgrades occurring.

New Feature: In-product communication

Stay informed and up to date on upcoming and past releases with an in-product notification. A banner will appear at the top of the screen announcing releases one week before the release is made available. Clicking on the banner will take you to our CloudCare Productboard, which will display release notes. Closing this banner will cause it to disappear until a new notification is published or the browser cache is cleared. This is a per-user setting, meaning each user will see the notification until they acknowledge it or clear browser cache.
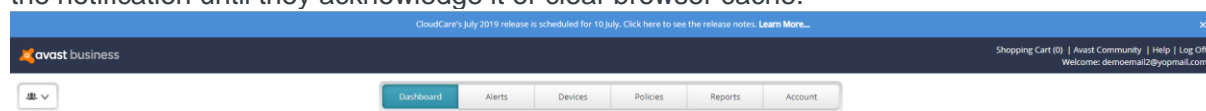
If you miss a notification, there is now a link to the CloudCare Productboard in the support panel, so that you can review these release notes anytime and see and vote on feature requests. We have also added a link to the CloudCare status page to make it easier to view and subscribe to updates.

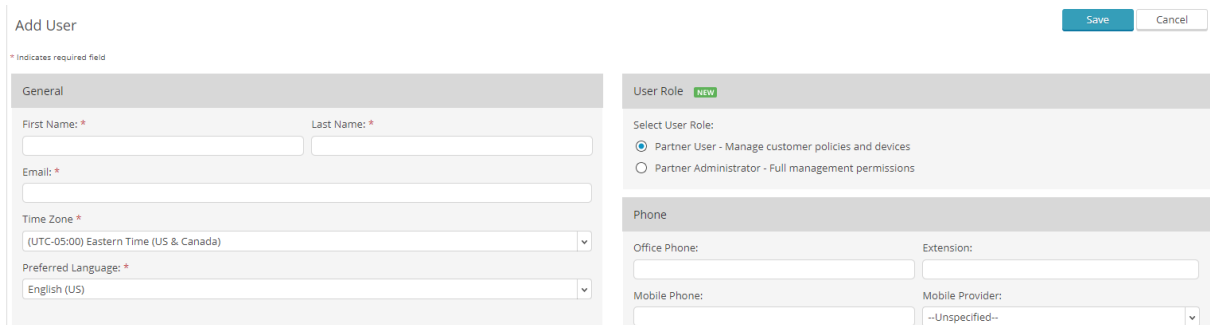Note - The notifications are in English only and link to release notes in English.

Feature Enhancements

Ability for Partners to create additional Partner Admins

Many of our partners have requested the ability to create multiple Partner Admins. We have added this functionality and there are a few details/limitations listed below.

- The original Partner Admin in the account has now been elevated to **Primary Partner Admin**. This login is tied to the partner account and cannot be disabled or deleted from the CloudCare portal. You will need to contact your Avast representative to modify this information.
- The Primary Partner Admin can create Partner Admins and disable and delete other Partner Admins below them.
- Partner Admins **do not** have the following capabilities: Create, Disable or Modify other Partner Admins or Disable 2FA for another Partner Admin. These actions can only be performed by the Primary Partner Admin. However, Partner Admins can disable 2FA for Partner Users.

When selecting Add user, you will now see the new option to create a Partner Administrator

Added new settings to Firewall Policies to better represent AV 19.5 firewall functionality

There were changes made in the firewall functionality in AV 19.5. The firewall profile assignment is now closely integrated with the OS, based on the historically stored information about the connection. This left some users in a situation where they were in Public profile mode and could not change the profile, losing access to some resources. The following changes were made in the policy:

Undefined Networks: This feature allows you to decide what the default behavior of the firewall will be when a network cannot be determined or defined (e.g. VMWare or other situations where a default gateway's MAC address cannot be determined). The options are Public (Not Trusted) and Private (Trusted). Note that the behavior for any network that is listed in the Defined Networks section overrides these default settings.

We have also added a checkbox that, when checked, will still allow the user to change the firewall profile on the endpoint. This is useful for times that the network cannot be properly defined and needs to be set to Private on the endpoint. The end user will be prompted to choose a profile if it cannot be determined by the rules above.
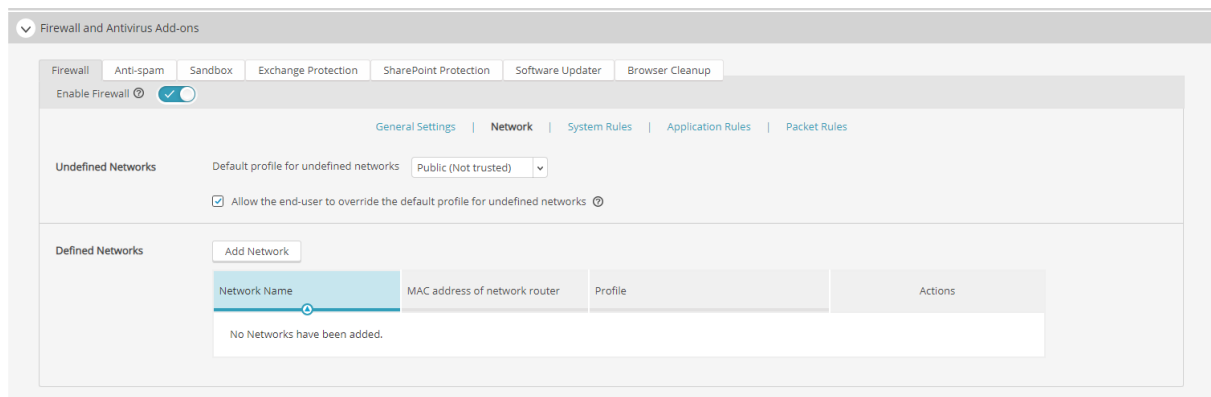
The default setting for the policy (if you chose to override client configuration) is Public (Not Trusted) for undefined networks and the box is checked to allow end-users to change the profile on the endpoint if needed.

Improved Navigation in the "Breadcrumbs" at the top of pages

We have improved the navigation experience based on your feedback. Now, every breadcrumb is clickable at the partner and customer levels and will take you to the parent (default) page for that navigation tab.

Also, we've created sticky pages when switching between customers. So, when you switch from one customer to the next using the customer selector at the top left, the current page remains selected. Give it a try. We think it will reduce the number of clicks required to accomplish a task.
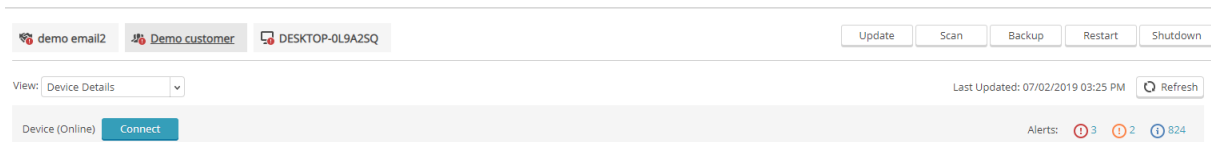
Improved Subscription Summary report for partners

We have changed the Partner level Subscription Summary report. Now, you can select the customers the report applies to, and select Time Frame, which Services to include, and what type of Subscription (Monthly or Prepaid, trials). The report will display:

Customer, Service Name, License Count, Subscription type, Expiration/Renewal date, and whether Auto-Renew is enabled. The report can be exported to CSV as well for additional manipulation.

demo email2 - Subscription Summary

Customer Name	Service	License Count	Subscription	Expiration / Renewal Date	Auto-renew
4.6.0	Antivirus	2	Prepaid 12 months	02/11/2020	No
7 person hauling	Antivirus	1	Prepaid 12 months	02/12/2020	No
Demo customer	Antivirus	27	Prepaid 12 months	01/30/2020	No

Additional Information

Localized CloudCare UI in all supported languages

Resolved issues

CC-1325	Resolved an issue where Premium Remote Control account creation failed during initial account creation, causing the entire account creation to fail
CC-5582	Resolved an issue where Threat Detected and Customer Alert reports were showing devices from other customers, or non-selected devices from the same customer
CC-7234	Resolved an issue where the Firewall profile was leaving end users in a state where they cannot change firewall profiles. This has been resolved with additional feature settings in the firewall
CC-7211	Resolved an issue where schedule updates were not triggering in some situations, especially when the schedule was set to Every Day, Days of Week, or Days of Month
CC-7208	Resolved an issue where the Split DNS bypass feature would not accept a domain that had a number as the last character before the period in the domain name